

What's Changed

Fleetsure Fleet and Heavy Haulage Policy

The purpose of this document is to provide a summary of the recent changes to the policy terms and conditions for QM1954 Fleetsure Fleet and Heavy Haulage Policy.

This document:

- + is a summary only; and
- + addresses only the key changes to the Fleetsure Fleet and Heavy Haulage Policy.

This document:

- + is not intended to be comprehensive;
- + does not form part of the insurance policy;
- + does not consider the insured's individual circumstances;
- + is not used to assess claims; and
- + should not be relied on instead of the Product Disclosure Statement.

We will assess any claim against the policy terms and conditions and applicable law.

Please read the new Product Disclosure Statement thoroughly for full details of cover, conditions and exclusions to ensure it meets the insured's requirements.

Summary of Key Changes

We've updated our Fleetsure Fleet and Heavy Haulage Policy Product Disclosure Statement (from QM1954-0421 to QM1954-1223 with an effective date 1 December 2023). To see how this cover has changed, we've provided a summary of the key changes below:

CHANGE TYPE	WHAT'S CHANGED	EXPLANATION	DETAILS CAN BE FOUND IN
Clarification	Additional information relating to premium calculation has been included	Further detail regarding the factors taken into account and how those factors may be combined etc.	The cost of this policy
Clarification	'Adjustment of premium at renewal' section updated	The potential consequences of late claims lodgement are more clearly explained.	Paying your premium
Clarification	Additional benefit 'Choice of repairer' replaced with 'Our choice of repairer policy'	The choice of repairer policy and conditions have been more clearly articulated. Now includes a link to the website where a list of QBE's Accredited Smash Repairers can be found.	Our choice of repairer policy
Clarification and Reduction	New section 'Our parts policy' has been included incorporating 'Unavailable parts' (section removed)	Parts policy is now more clearly described including limitations in the event a part is unavailable in Australia.	Our parts policy
Enhancement	Additional benefit 'New vehicle replacement' updated	Now also allows for demonstrator models.	Additional benefits
Reduction	Additional benefit 'Driver's personal property' updated	Cover excludes all computers and any other electronic devices.	Additional benefits
Clarification	Additional benefit 'Vehicle recovery costs'	Clarified that standard excess applies to the 'Vehicle recovery costs' additional benefit.	Additional benefits
Reduction	Special clause 'Underground pipes and cables' included	Excess for this special clause is now \$1,000.	Special clauses

CHANGE TYPE	WHAT'S CHANGED	EXPLANATION	DETAILS CAN BE FOUND IN
Exclusion	General exclusion 'Cyber incident' added	Cover excluded for claims relating to a cyber incident. However, physical loss/damage to vehicle resulting from: <ul style="list-style-type: none"> + damage to, failure of or unavailability of its electrical systems; + loss of, corruption of, or loss of access to electronic data, caused by a cyber incident may be covered.	General exclusions
Exclusion	Exclusion added for financial or non-financial consequential loss related to damage to vehicle	No cover for: <ul style="list-style-type: none"> + lost profits or income because the insured vehicle can't be used; + loss due to delay in repairs because a part isn't readily available; and + any diminished value of the insured vehicle after it's been properly repaired. 	Additional exclusions applying to all sections of this Policy
Restriction	'Repair guarantee' replaced with 'Our repair guarantee'	The guarantee no longer applies for the life of the insured vehicle. It is now only available for as long as insured owns or leases the vehicle. No cover is provided for damage due to wear and tear.	Claims
Enhancement	'How claims administration and legal proceedings are undertaken' clause has been replaced with 'Claims administration, going to court, recovery action and legal liability claims' clause	Claims administration and legal processes following a claim are more clearly described.	Claims
Clarification	'Excesses' section updated to clarify the excesses payable when more than one insured vehicle is involved in an incident	Where more than one insured vehicle is involved in an incident giving rise to a claim, the insured will need to pay the applicable excesses in respect of each insured vehicle.	Excesses
Enhancement	'When you will not have to pay an excess' is now applicable to all vehicles with comprehensive cover	Previously, this was limited to certain vehicles with a particular excess – this section is now applicable to all vehicles insured for comprehensive cover.	Excesses
New	'When there is more than one insured' has been included	This clause explains how we handle requests to cancel the policy and claims payments when there is more than one insured on the policy. Further, we may treat what any insured does or says in relation to the policy or a claim as said or done by each of the insureds.	Other terms